

# 2547761

Registered provider: Cherish Children's Care Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This privately run children's home provides care and accommodation for up to three children who may have needs that are associated with behavioural and/or emotional difficulties.

The manager has been registered with Ofsted since July 2019.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCIFF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

We last visited this setting on 21 September 2020 to carry out an assurance visit. The report is published on the Ofsted website.

### Inspection dates: 17 to 18 November 2021

**Overall experiences and progress of children and young people,** taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** Not previously inspected

**Overall judgement at last inspection:** not applicable

**Enforcement action since last inspection:** none

## **Recent inspection history**

Not previously inspected

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Children live in a nurturing environment where they receive care and support that provides them with stability. They receive the help that they need to recover from harmful experiences and to move forward in their lives. A social worker said that 'Staff have supported [name of child] in a loving way and they [staff] have been amazing.'

Children told the inspector that they are happy here and have people around them that they trust. A child said that the staff are helping them to resolve an issue at school.

Children who have recently moved into their own home said that the staff had helped them to move confidently into the next stage of their lives. Parents said that the staff had helped their child to develop the skills that they needed to move on.

Staff build warm, consistent and positive relationships with children. They show children that they care about them and know what is important to them.

Staff are strong advocates for children's education. All children are in education and are making steady progress.

Children's social and emotional health and well-being are supported effectively. Staff ensure that the children have access to services and professionals to help them overcome past trauma.

Professionals are complimentary about the staff and their commitment to building and sustaining contact with the children's families, especially during the COVID-19 pandemic. Children said that they are enjoying more freedom and are re-engaging with their activities.

### **How well children and young people are helped and protected: good**

The manager and staff have created a safe home environment that protects children from harm. Children feel safe and have a strong sense of belonging. They know that they can talk to staff about their worries and that the staff will help them to be safe.

Staff are trained in safeguarding and child protection. Consequently, staff have the skills and knowledge to watch for and identify any potential concerns, and act to protect the children.

The current risks for the children are low. However, there are several risk assessments that do not reflect the current concerns for the children or the action that staff are taking to keep children safe. Furthermore, the risk assessments contain conflicting information.

Children are encouraged to take considered age-appropriate risks, such as travelling home independently using public transport. A member of staff said that they worry about the children but know that they must let them try new things as it is all part of growing up. Children keep in contact with staff when away from the home and let them know if they are going to be late.

Children are thriving because of the clear routines and boundaries in place; they are much more able to manage challenging or difficult situations. This is because of the strategies the staff have taught them.

Physical interventions are rarely used. However, the records of these do not provide clear insight into the incidents or the reasons why the actions were taken. Similarly, consequences are used rarely, but records fail to demonstrate why they have been given. These issues have not been identified through the manager's monitoring systems.

Staff recruitment practice is sound and helps to ensure that children are cared for by suitable people. The home is well maintained and provides a homely, safe environment for children. Children's bedrooms reflect their individual tastes and interests.

### **The effectiveness of leaders and managers: good**

The home is led by a qualified and experienced registered manager. He works in partnership with the staff to support the children and bring about positive changes in their lives.

The statement of purpose does not clearly reflect the care and support provided to the children. Some information about the staff is missing, and there are several typing errors.

Staff work together well; they receive good levels of support and say that the manager is approachable. However, the staff rotas are unclear and do not provide a clear account of which staff are on duty each day or the actual hours that they have worked.

Monitoring by the registered manager is not robust. His monitoring systems have not identified the issues from this inspection and his six-monthly report does not sufficiently scrutinise or analyse the care and support provided to children. This hinders the ability of the provider to make continuous improvements.

The manager and responsible individual had already acknowledged that reports by the independent person were not helping to identify shortfalls. They have taken appropriate action to ensure that internal monitoring is helping to bring about positive changes.

Records are not maintained to a consistently good standard. Some records contain conflicting information and do not fully tell the child's story.

Children's impact risk assessments are not effective as they do not consider all the known risks or the potential impact on other children. Furthermore, the use of some language such as, 'self-mutilation' and 'absconding' are not suitable to describe children's behaviour.

Social workers, professionals and parents are complimentary about the care that their children are receiving which is helping them to make progress in all areas of their development.

## What does the children's home need to do to improve?

### Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

| Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Due date       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1) (2)(a)(i))</p> <p>In particular, the registered person must ensure the children's risk assessments are clear, concise and identify the actual risks to child and the action to be taken.</p>                                                                                                                       | 7 January 2022 |
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure that the home's workforce provides continuity of care to each child;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home, and</p> | 7 January 2022 |

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| use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(e)(f)(h))                                                                                                                                                                                                                                                                                                       |                |
| <p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children’s home; and</p> <p>have a positive experience of arriving at or moving on from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that arrangements are in place to—</p> <p>ensure the effective induction of each child into the home. (Regulation 14 (1)(a)(b) (2)(b)(i))</p> | 7 January 2022 |
| Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose. (Regulation 16 (5))                                                                                                                                                                                                                                                                         | 7 January 2022 |
| <p>Schedule 4 sets out the other information that the registered person must keep in relation to a children’s home.</p> <p>The registered person must—</p> <p>maintain in the home the records in Schedule 4. (Regulation 37 (1) (2)(a))</p> <p>This relates to keeping a record of the actual shifts worked by staff.</p>                                                                                                                                     | 7 January 2022 |

## Recommendations

- The registered person should ensure that all physical interventions and use of consequences are subject to regular scrutiny to ensure that their use is fair. ('Guide to the children’s homes regulations including the quality standards', page 46, paragraph 9.36)
- The registered person should ensure that records tell the story of the child’s time in the home.

- The registered person should ensure that staff do not use inflammatory language such as 'self-mutilation' and 'absconding'. ('Guide to the children's homes regulations including the quality standards', page 62, paragraphs 14.4, 14.5)

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people, using the 'Social care common inspection framework'. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'.



## Children's home details

**Unique reference number:** 2547761

**Provision sub-type:** Children's home

**Registered provider:** Cherish Children's Care Ltd

**Registered provider address:** Unit 8a, Skyways Commercial Campus, Amy Johnson Way, Blackpool FY4 3RS

**Responsible individual:** Alexandra Wood

**Registered manager:** Christopher Baker

## Inspector

Chris Scully, Social Care Inspector

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